Annex 16
Summaries of Selected Cases Concluded by Mediation

HOME AFFAIRS DEPARTMENT ("HAD")

Case No. OMB 2007/2796

Estate beneficiaries support services – poor manners and failure to give proper advice

The Complaint

Allegedly, when the complainant applied to inherit his late mother's estate at the Estate Beneficiaries Support Unit under HAD, the staff was impolite and did not give him proper advice.

Mediation Process

2. This Office proposed resolving the issue by mediation and both parties agreed.

3. At the mediation meeting, the complainant recounted the incident. HAD representatives explained the procedures for processing applications and the difficulties encountered. It had been necessary for the staff to ask the complainant repeatedly in order to safeguard his late mother's estate as well as his rights. The staff was not reluctant to help. The representatives apologised to the complainant for any inconvenience caused.

4. The complainant observed that his application had in fact been approved by HAD and the staff concerned had already apologised to him.

Agreement Reached

5. After a candid exchange of views, HAD agreed to improve its estate beneficiaries support services, taking into account the complainant's suggestions. The complainant accepted the representatives' explanation and the matter was satisfactorily resolved.